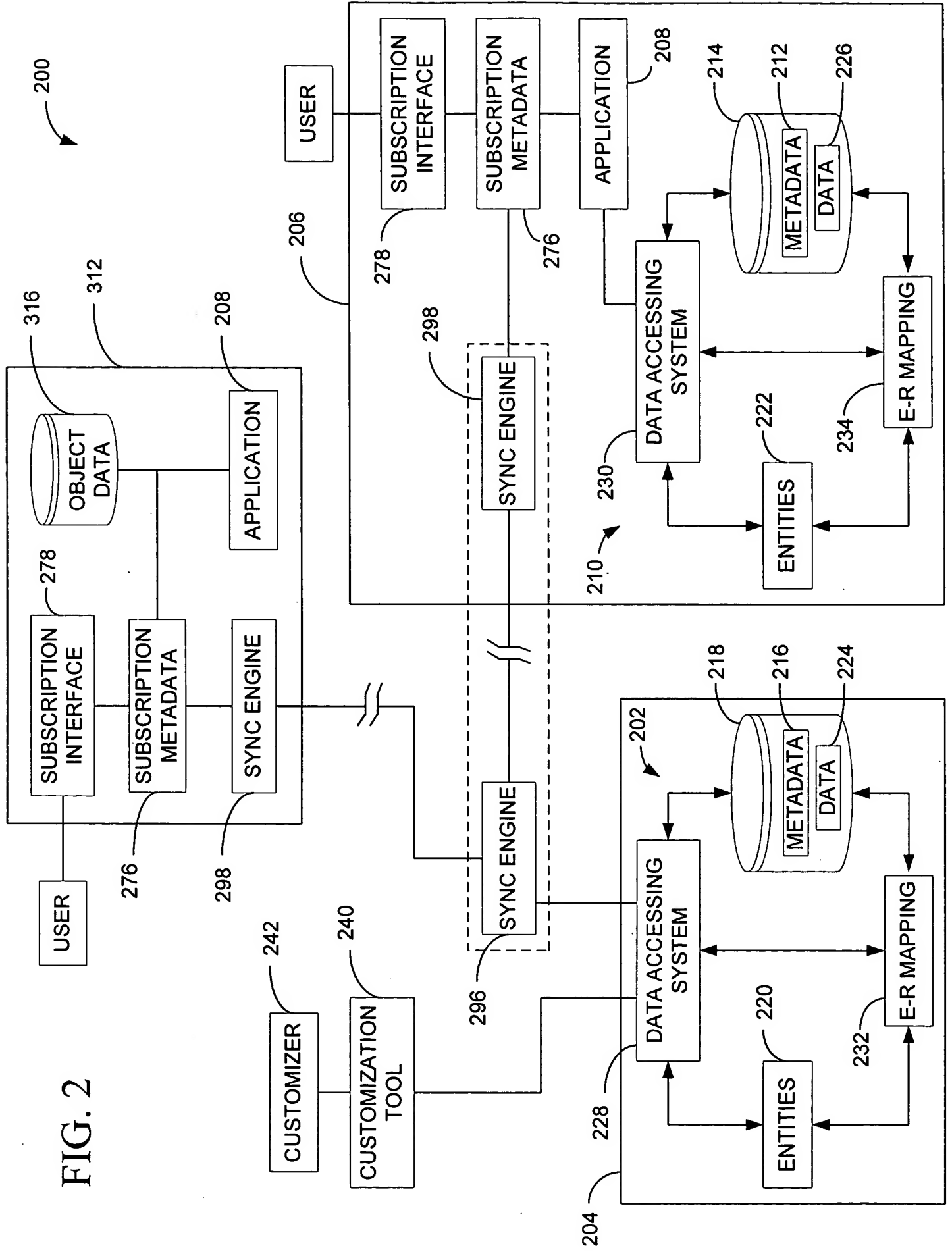


FIG. 2



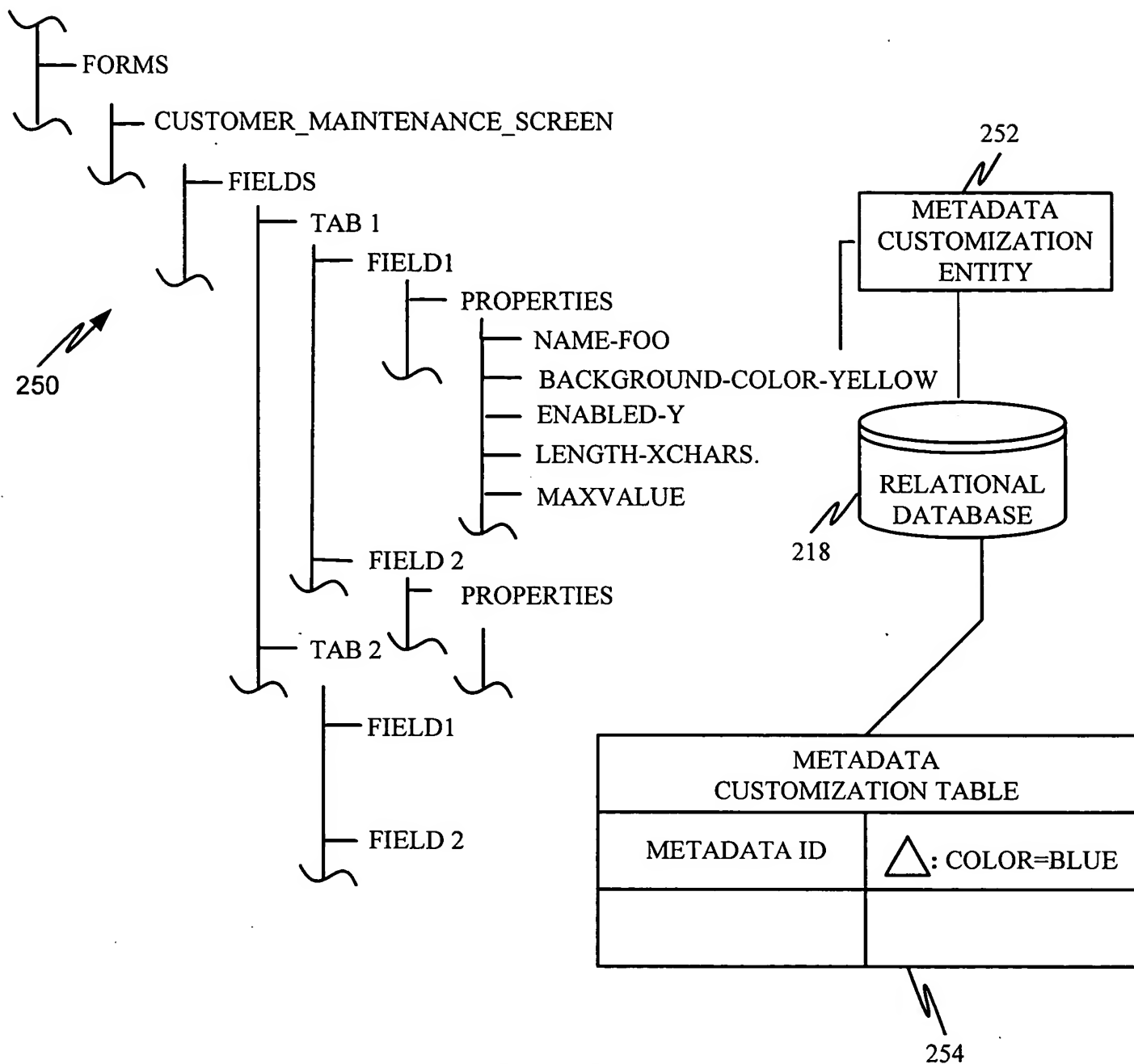


FIG. 3

Example MBS Standard

Customer

Actions Tools Window Help

Summary | Addresses | Order Summary | Payment | Car Preferences | Other

Contact Summary

ID: _____

Name: _____

Key/Contact: _____

Main Phone: _____

Main Addr: _____

Order Summary

Open Orders: _____

Open Orders: _____

Open YTD: _____

Customers do not generally have open orders so:

- Removed standard fields
- Added Last purchase information

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Example after Customizations

Customer

Actions Tools Window Help

Summary | Addresses | Order Summary | Payment | Car Preferences | Other

Contact Summary

ID: _____

Name: _____

Key/Contact: _____

Main Phone: _____

Main Addr: _____

Order Summary

Last Purchase: _____

Last Purchase Date: _____

Added Car Preference information

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FIG. 4

Customer

ActionsToolsWindowHelp

SummaryAddressesOrder SummaryConsolidateService InformationOther

Order Summary

Open Orders:

\$ Open Orders:

\$ Spend YTD:

Service Summary

Preferred Technician:

Service Notification:

Type of Notification:

Contact Summary

ID:

Name:

Key Contact:

Main Phone:

Main Addr:

Consolidate

Fig. 5

Customer Actions Tools Window Help

Summary Addresses Order Summary Payment Car Preference Service Information Other

Consoto

Alerts

Consoto

Order Summary

Consoto Summary

ID

Name

Key Contact

Main Phone

Main Addr

Consoto

Order Summary

Last Purchase

Last Purchase Date

Service Summary

Preferred Technician

Service Notification

Type of Notification

All

This is the same screen and customer entity with multiple customizations from multiple organizations!

FIG. 6

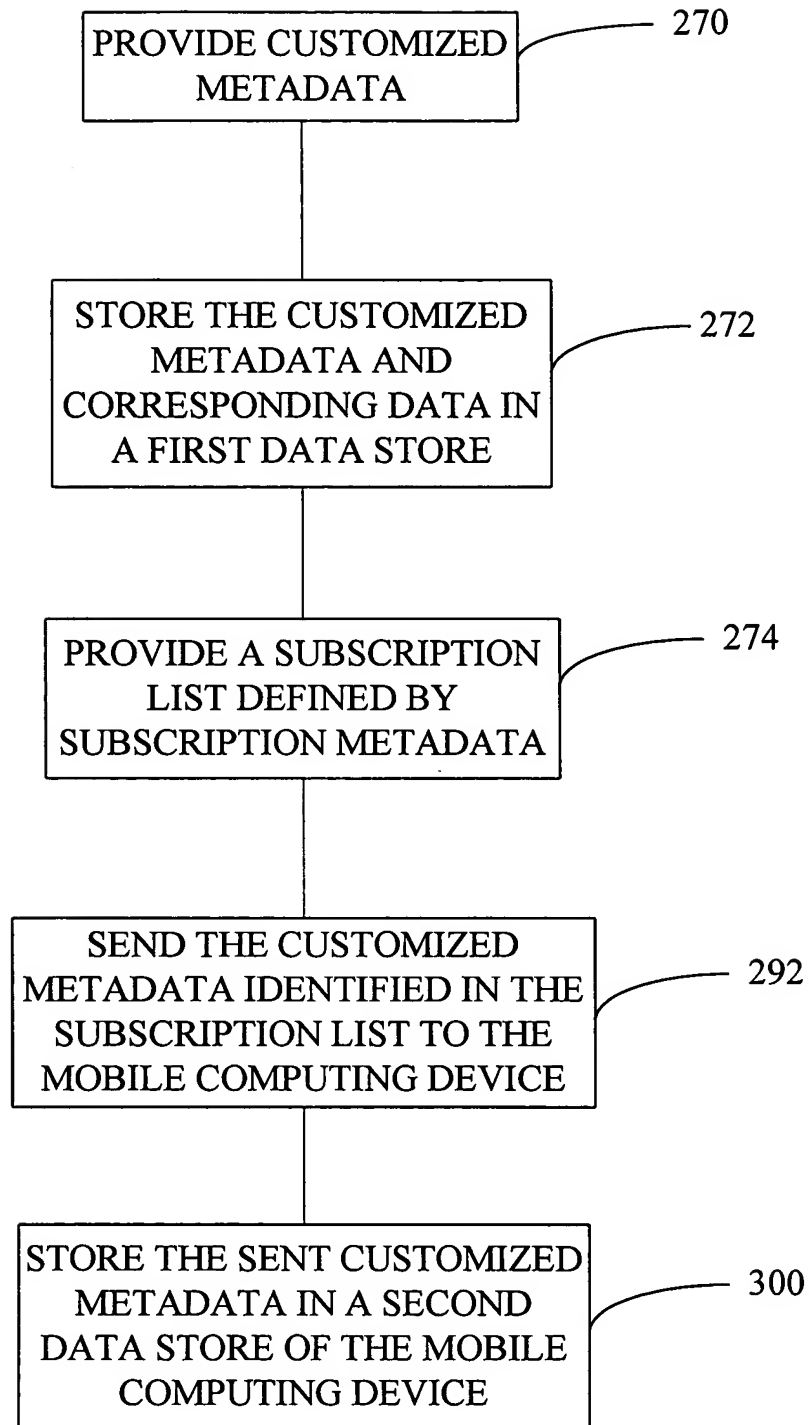


FIG. 7

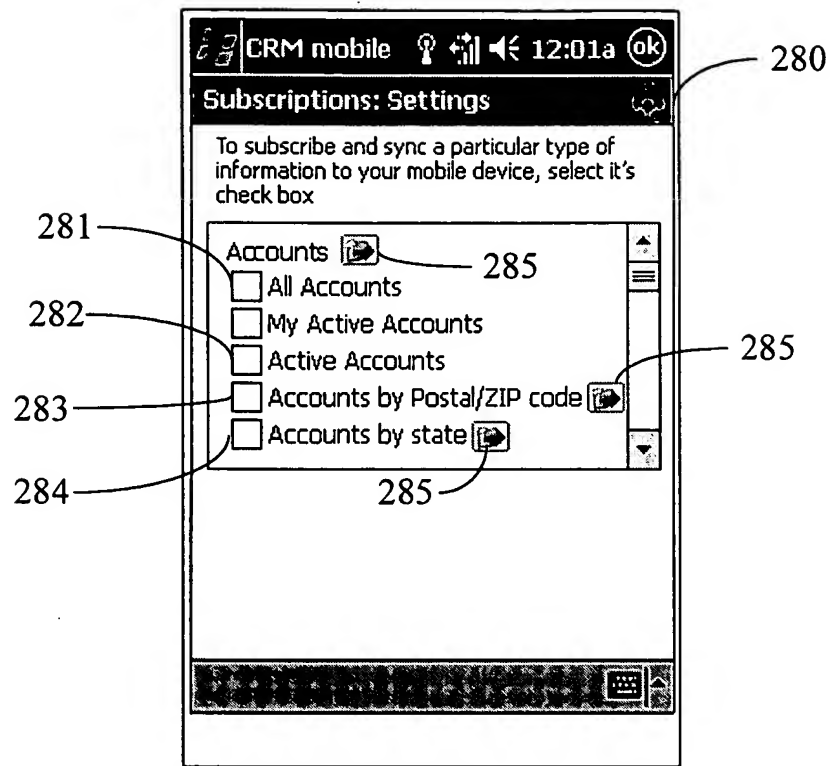


FIG. 8A

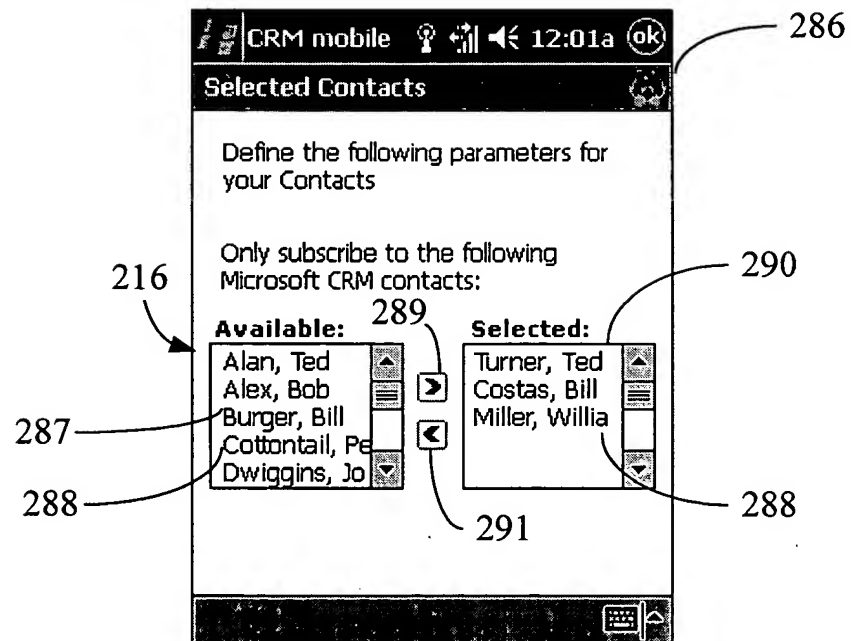


FIG. 8B

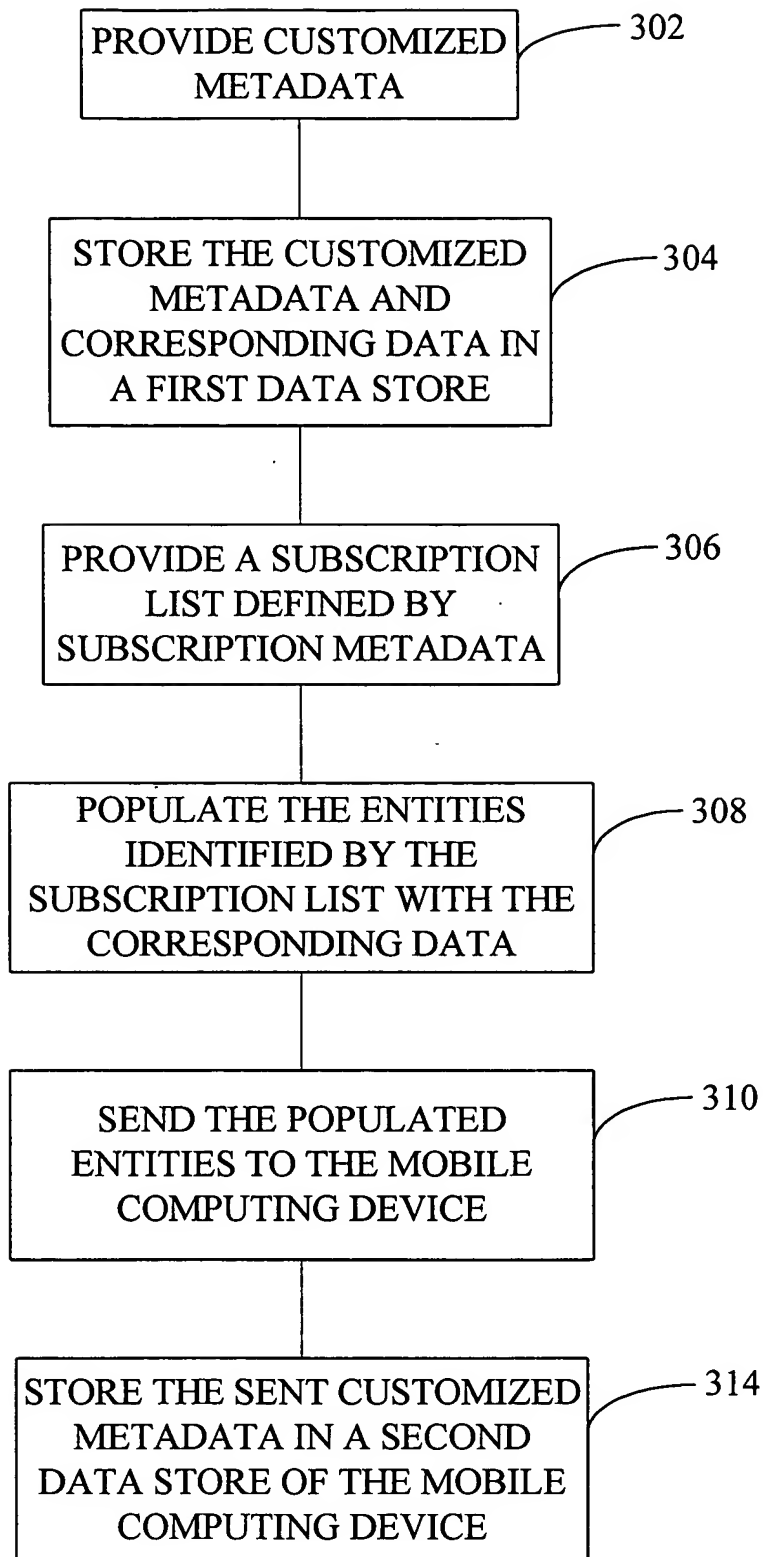


FIG. 9